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Profile of a Leader: Leading by Example

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Profile of a Leader: Leading by Example

Abstract

As you may know, the Cornell Hotel and Restaurant Administration Quarterly, or CQ, is published by the Center for Hospitality Research, or CHR, which itself is a unit of the School of Hotel Administration at Cornell University. This past spring, the School of Hotel Administration, or SHA as we commonly refer to it, completed its search for a new dean. Michael D. Johnson, who is currently D. Maynard Phelps Collegiate Professor of Business Administration and Professor of Marketing at the Stephen M. Ross School of Business at the University of Michigan, was selected as the next dean of the school. Because of other commitments, Dean Johnson will not be assuming his new responsibilities until July 2006, and so I'll save my comments on him for a future column. To cover the one-year interim, Hotel School Professor Sheryl E. Kimes graciously agreed to serve as dean. Consequently, I wish to focus here on the contributions of Professor Kimes, formerly the Richard and Monene P. Bradley Director for Graduate Studies in the SHA.

Keywords

Center for Hospitality Research, editorial, leadership, Sheryl Kimes

Disciplines

Hospitality Administration and Management | Scholarly Publishing

Comments

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From the Center

Profile of a Leader

Leading by Example

As you may know, the *Cornell Hotel and Restaurant Administration Quarterly*, or *CQ*, is published by the Center for Hospitality Research, or CHR, which itself is a unit of the School of Hotel Administration at Cornell University. This past spring, the School of Hotel Administration, or SHA as we commonly refer to it, completed its search for a new dean. Michael D. Johnson, who is currently D. Maynard Phelps Collegiate Professor of Business Administration and Professor of Marketing at the Stephen M. Ross School of Business at the University of Michigan, was selected as the next dean of the school. Because of other commitments, Dean Johnson will not be assuming his new responsibilities until July 2006, and so I'll save my comments on him for a future column. To cover the one-year interim, Hotel School Professor Sheryl E. Kimes graciously agreed to serve as dean. Consequently, I wish to focus here on the contributions of Professor Kimes, formerly the Richard and Monene P. Bradley Director for Graduate Studies in the SHA.



Gary M. Thompson

Sheryl, aka Sherri, has been a faculty member at the SHA since 1988. During that time, she has developed into an exemplar of an effective faculty member. Sherri is a dedicated teacher. Her courses in hotel and restaurant revenue management draw large numbers of students. She makes personal connections with many of these students, serving as a mentor and facilitating job placements, using her well-established connections in industry.

Sherri has an active research agenda—since 1989 she has written twenty *CQ* articles and, in the past two years alone, has been an author or coauthor of four CHR reports. So that you can understand the extent of her contribution, Exhibits 1 and 2 list her CHR reports and *CQ* articles.

In addition to her teaching and research, Sherri has contributed in many ways to the operation of the SHA through her service activities. Most recently, in her role as the Richard and Monene P. Bradley Director for Graduate Studies, she led the school in the redesign of its master's degree program (in which the time to earn

Exhibit 1:**Center for Hospitality Research (CHR) Reports**

<i>Volume, Issue (Year)</i>	<i>Title</i>	<i>Author(s)</i>
Vol. 5, no. 9 (2005)	Dining Duration and Customer Satisfaction	Breffi Noone, Ph.D.; Sheryl E. Kimes, Ph.D.
Vol. 5, no. 7 (2005)	Best-Available-Rate Pricing at Hotels: A Study of Customer Perceptions and Reactions	Kristin V. Rohlf; Sheryl E. Kimes, Ph.D.
Vol. 5, no. 4 (2005)	Perceived Fairness of Restaurant Waitlist-Management Policies	Kelly A. McGuire; Sheryl E. Kimes, Ph.D.
Vol. 4, no. 2 (2004)	Restaurant Revenue Management	Sheryl E. Kimes, Ph.D.

Exhibit 2:**Cornell Hotel and Restaurant Administration Quarterly (CQ) Articles**

<i>Date</i>	<i>Title</i>	<i>Author(s)</i>
November 2004	The Impact of Restaurant Table Characteristics on Meal Duration and Spending	Sheryl E. Kimes; Stephani K. A. Robson
February 2004	Restaurant Revenue Management: Implementation at Chevys Arrowhead	Sheryl E. Kimes
October-December 2003	Revenue Management: A Retrospective	Sheryl E. Kimes
August 2002	A Retrospective Commentary on "Discounting in the Hotel Industry: A New Approach"	Sheryl E. Kimes
June 2002	Electronic Distribution Channels' Effect on Hotel Revenue Management	Sunmee Choi; Sheryl E. Kimes
February 2002	Perceived Fairness of Demand-Based Pricing for Restaurants	Sheryl E. Kimes; Jochen Wirtz
February 2002	Perceived Fairness of Yield Management	Sheryl E. Kimes
December 2001	Function-Space Revenue Management: A Case Study from Singapore	Sheryl E. Kimes; Kelly A. McGuire
October 2001	Preserving Your Revenue-Management System as a Trade Secret	Sheryl Kimes; Paul E. Wagner
August 2001	Forecasting for Hotel Revenue Management: Testing Aggregation Against Disaggregation	Lawrence R. Weatherford; Sheryl E. Kimes; Darren A. Scott
June 2001	How Product Quality Drives Profitability: The Experience at Holiday Inn	Sheryl E. Kimes
February 2000	Revenue Management on the Links: Applying Yield Management to the Golf-Course Industry	Sheryl E. Kimes
October 1999	Developing a Restaurant Revenue-Management Strategy	Sheryl E. Kimes; Deborah I. Barrash; John E. Alexander
June 1999	Implementing Restaurant Revenue Management: A Five-Step Approach	Sheryl E. Kimes

(continued)

Exhibit 2
(continued)

<i>Date</i>	<i>Title</i>	<i>Author(s)</i>
June 1998	Restaurant Revenue Management: Applying Yield Management to the Restaurant Industry	Sheryl E. Kimes; Richard B. Chase; Sunmee Choi; Philip Y. Lee; Elizabeth N. Ngonzi
October 1994	Wholesalers and Caribbean Resort Hotels	Sheryl E. Kimes; Douglas C. Lord
February 1994	Perceived Fairness of Yield Management	Sheryl E. Kimes
May 1991	Assessing Customer Contact: Work Sampling in Restaurants	Sheryl E. Kimes; Stephen A. Mutkoski
November 1989	The Basics of Yield Management	Sheryl E. Kimes
August 1989	The Express Guest Check: Saving Steps with Process Design	Sheryl Kimes; Stephen A. Mutkoski

a degree was reduced from twenty-one to twelve months). Finally, with all these activities, Sherri has also maintained close ties with the hospitality industry, serving as a consultant to a number of high-profile companies. These ties are important, since they help infuse relevance into her research and teaching and build linkages that facilitate student job placements.

Based on the information I've provided, I think you will agree with me that the SHA is indeed fortunate that Sherri has agreed to serve as interim dean. She has lived the life to which faculty members in the SHA aspire. Lead on, Sherri!—*G.M.T.*

THE CENTER FOR HOSPITALITY RESEARCH

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A unit of the Cornell School of Hotel Administration, The Center for Hospitality Research (CHR) sponsors groundbreaking research designed to improve practices in the hospitality industry and publishes the award-winning Cornell Hotel and Restaurant Administration Quarterly. Under the lead of CHR's 43 corporate supporters, experienced scholars work closely with business executives to discover new insights into strategic, managerial, and operational issues. To learn more about CHR and its projects, visit <http://www.chr.cornell.edu/>.